

Your guide to making Tuition Payments



What is Flywire?

We're here to make your education
payment process fast, reliable, and oh-so-easy!
Experience the safest, Simplest way to pay your tuition,
trusted by millions worldwide.

Why use Flywire?



Secure Payment Provider



Around-the-clock Multilingual Support



Pay in Your Local Currency



Affordable Clear Pricing



Real-time Payment Tracking



Pay From The Comfort Of Your Home

HOW TO
PAY WITH
FLYWIRE

HOW TO PAY:

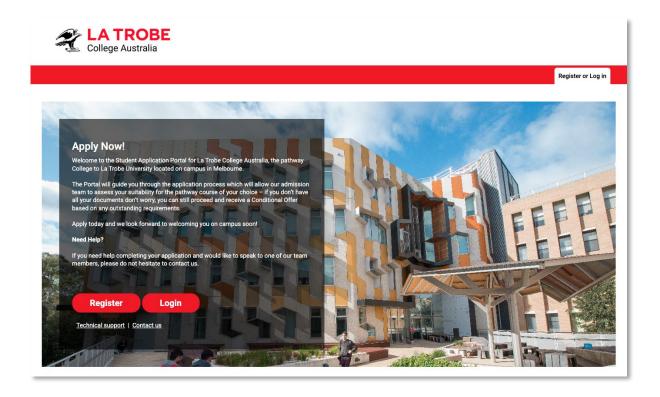
1 Important: It is important that you follow these steps every time you make a payment. This process generates a new Payment ID which is a unique reference number that helps Flywire and La Trobe College Australia identify your payment.

Not following these instructions may result in a payment being delayed.

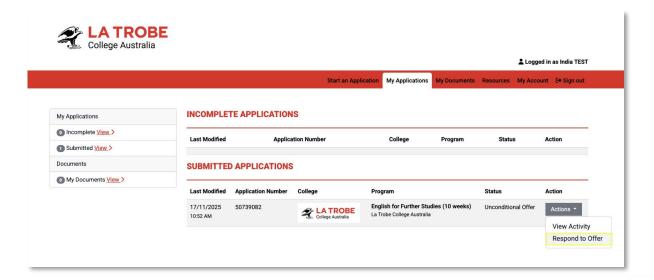


STEP 1:

Login to your **Online Application Portal** for La Trobe College Australia



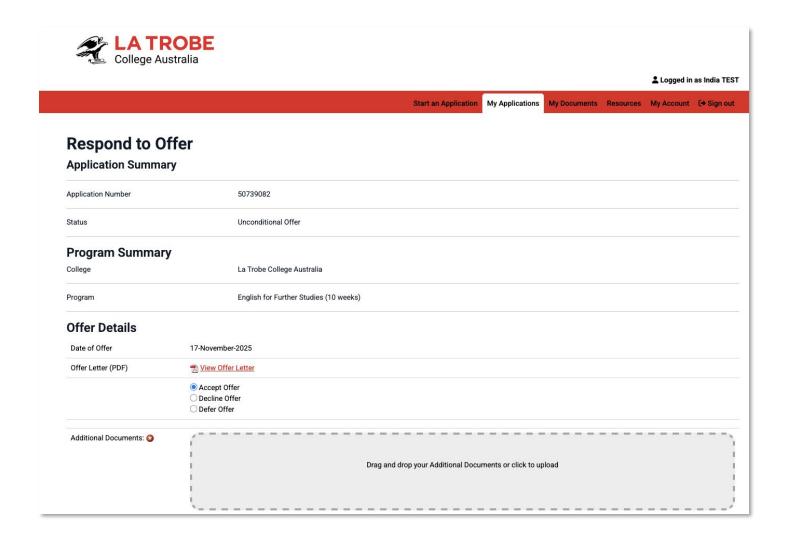
Upon logging in your application portal, you will see the status of your application as "Unconditional Offer". To respond to your offer, click the "Actions" button and select "Respond to Offer."





STEP 2:

At this step, you have the option to view your offer letter as well as to accept, decline, or defer the offer.



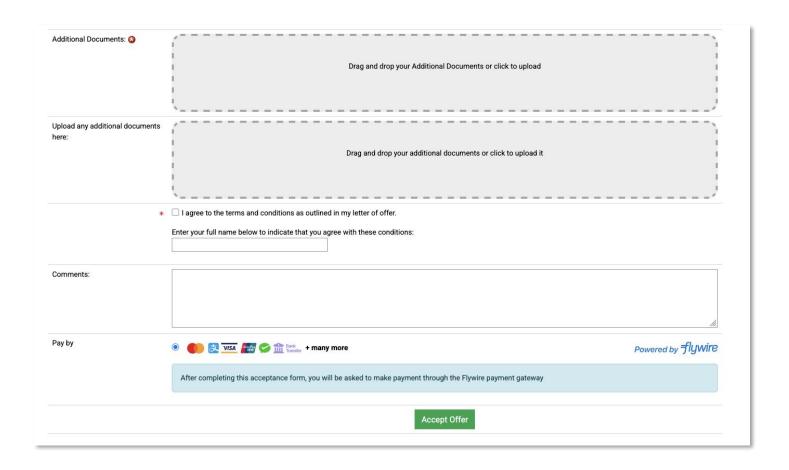


STEP 3:

If you have accepted the offer, congratulations!

To proceed, you are required to a agree to the terms and conditions as outlined in the letter of offer. Please enter your full name in the presented box to indicate that you agree with these conditions.

During this step, you will also want to upload any required documentation, such as your acceptance form, as well as pay your deposit.

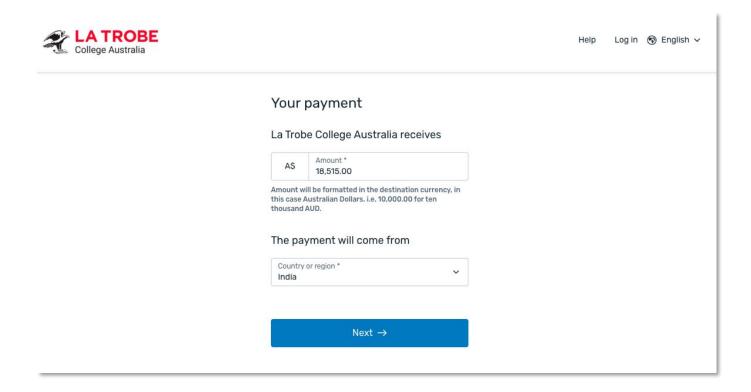




STEP 4:

To pay your deposit, you will be redirected to Flywire. The amount of your deposit will be carried over from the previous page. To proceed, select the country or region you wish to pay from, and click "Next".

Important: If you are located in a different country than where you are paying from, make sure to select the country your funds will be sent from.

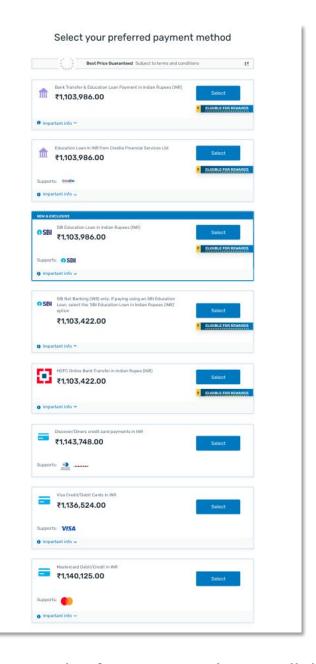


Translation: You can translate the payment portal into Spanish, French, Korean, Mandarin, Japanese, Portuguese, Vietnamese, Arabic, Bahasa Indonesian, and Welsh. Use the language button at the top of the page where it says "English" to change languages.



STEP 5:

Review the payment options available for the country you selected and choose your preferred payment method. Options may include bank transfer, debit/credit card in your home currency, electronic payment, or other local options.

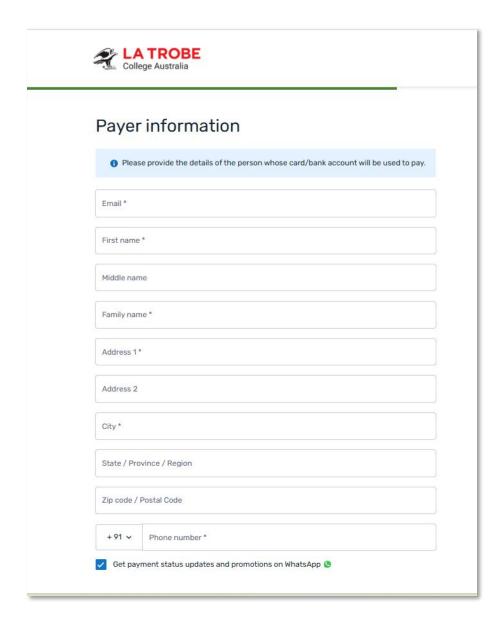


Example: Above is an example of payment options available to students paying from India. The country you select will impact the payment options you are provided.

STEP 6:

Fill out the 'Payer Information'.

Important: Fill out this section with the details of the person whose card/bank account will be used to pay.



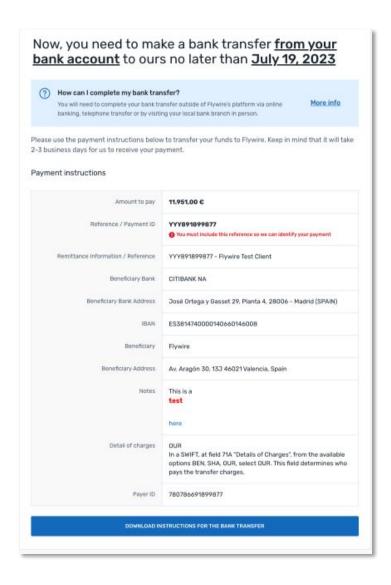
You will then be presented with a summary of your booking to confirm or amend.



STEP 7:

Follow the instructions provided to send funds to Flywire via your selected method.

BANK TRANSFERS: Follow the instructions to send your funds to Flywire's local bank account provided. Depending on your bank, this payment can be completed/made online, in person, or over the phone.



Note: In the bank transfer method, Flywire does not debit funds from your bank account, you must send them to the account provided.

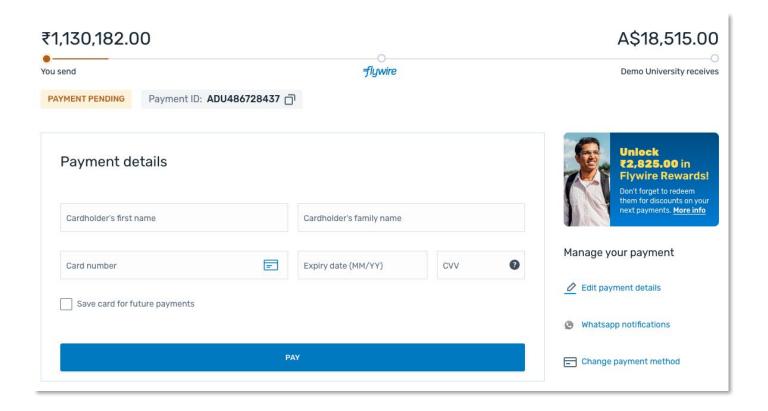


STEP 8:

DEBIT/CREDIT CARD: Enter your card details online to complete your payment in your home currency.

Note: Make sure your card is denominated in the currency you have booked your payment in. Dual currency cards should not be used in Flywire, as they can incur additional fees by the issuing bank.

After you send your payment or enter in your card details, the payment tracker will update to "payment received.





Track Your Payment

Once you complete your payment, the time it takes to reach Flywire depends on your payment method.

We'll send the payer a confirmation email once we receive your payment. You can also <u>check</u> your <u>payment status</u> any time in your Flywire account or via the tracking link sent by email.

Card & Online Payments

Card & online payments (e.g., Trustly, PayPal) are usually confirmed within minutes. However, it may take your bank some time to release the funds for certain online payment methods.

Bank Transfers

It typically takes 2–3 <u>business days</u> for Flywire to receive a bank transfer. ACH transfers in the U.S. may take up to 5 business days.

Note:

Payments are not processed on weekends (Saturdays & Sundays) or bank holidays, so payments made on these days may take longer

If your status shows "Payment Verification", your payment is undergoing routine checks and the status will be updated to "Payment Received" once your payment details have been verified. If additional information is needed, we will email you -please check your inbox and spam folder.



FREQUENTLY ASKED QUESTIONS

WHY SHOULD I PAY WITH FLYWIRE?

Trusted by thousands of students around the globe, Flywire is one of the safest, most convenient ways to make education payments to La Trobe College Australia.

Flywire has been fully vetted by La Trobe College Australia as an approved payment processor. Flywire provides La Trobe College Australia students with a safe and easy way to make payments from around the world.

IS FLYWIRE SAFE?

Yes! Flywire undergoes an annual SOC II and PCI DSS review to help ensure customer data is handled securely and in compliance with all applicable laws, including, but not limited to, GDPR, PIPEDA, FERPA, GLBA and other data protection laws.

You can learn more about our security measures at https://www.flywire.com/company/security



WHAT IS THE 'BEST PRICE GUARANTEE'?

Flywire aims to provide the best price for international payments. If you find a better rate at your bank within two hours of booking a local currency bank transfer payment with Flywire, we will match the rate offered by your bank.

Submitting your claim via **Online Chat Form**

- Please note that we no longer accept Best Price Guarantee applications via email. Submit your application through our online Chatbot form. Flywire will review and determine eligibility within 1 2 business days, and our support team will contact you via email with approval or denial and an explanation. Do not send funds before receiving our decision.
- 2. If you qualify for the Best Price Guarantee, please instruct your bank to send the payment in your local currency. Do not instruct your bank to pay at their quoted rate or in the intended recipient's billing currency. This may cause the payment to be delayed and/or incur additional costs.

Disclaimer: Flywire reserves the right to determine eligible and non-eligible applications based on its sole discretion.

Find out more:

https://www.flywire.com/legal/best-price-guarantee



HOW FLYWIRE CAN SUPPORT YOU WITH YOUR PAYMENT:

If you are experiencing any difficulties or simply have a question while making a payment, you can always click the live chat feature at the bottom right of the page for immediate assistance.

When paying through Flywire, you have access to around-the-clock multilingual support from our global support team.

How to contact Flywire support:



Live Chat: During your payment you can access live chat at any time across all Flywire pages



Phone: Give us a call at one of our international numbers (listed here) (help.flywire.com/hc/p/call-us)



Email: Send an email to support@flywire.com



Self Serve: The Flywire Help Center (help.flywire.com) provides support for common questions



WeChat: 🚇



(for Chinese Students)

For extra support on sending funds from a specific country please refer to Flywire's 'How to Pay From...' guides:



How to Pay from India



How to Pay from China



How to Pay from Vietnam



WHO TO CONTACT AT LA TROBE COLLEGE AUSTRALIA:

For any questions about your application, please reach out to the La Trobe College Australia
Admissions Team



Email: admissions@latrobemelbourne.edu.au